

## **Senior Intake Officer - POSITION DESCRIPTION**

### **1 ABOUT RAILS**

RAILS is a community legal centre which has been providing free legal advice and representation to disadvantaged people since 1980. It is the only community legal centre in Queensland that specialises in refugee and immigration law. RAILS works closely with other community organisations and with government to provide a network of support for the most vulnerable clients.

RAILS operates under a community Management Committee and is staffed by an Executive Director, Principal Solicitor, Operations Manager, Education Officer, caseworkers (solicitors and/or migration agents), financial and administrative staff. The work of RAILS is supported by a large team of volunteers.

The primary functions of RAILS are to:

- provide free immigration advice and, in appropriate cases, ongoing representation
- provide appropriate referrals to other community organisations, government agencies or private practitioners
- encourage and support preventative approaches to legal problem solving through the development of culturally appropriate community legal education programs
- initiate and participate in law reform activities
- provide training and support to volunteers.

RAILS staff are expected to work professionally and as a team, and to demonstrate the flexibility often required by a community organisation. Staff members are responsible to each other, the Executive Director and the Management Committee. Staff meetings are held regularly. All staff are expected to attend and contribute constructively to those meetings.

## 2 ABOUT THE POSITION

<b>Job Title:</b>	Senior Intake Officer
<b>Hours:</b>	38 hours per week
<b>Salary:</b>	Level 3.2 Social Community, Home Care and Disability Services (SCHCADS) Award plus superannuation Salary sacrifice is available as RAILS has PBI status
<b>Responsible to:</b>	Operations Manager and Executive Director
<b>Direct Reports:</b>	Nil Position requires the training and support of volunteers

## 3 POSITION DESCRIPTION

The position description below is an overview of the position. The items listed are indicative and not exhaustive.

1. **Administrative and Business systems** including:
  - a. Maintenance of all administrative systems up to date to effectively deal with clients, stakeholders, client files and correspondence and client referrals
  - b. Opening and Closing of case files
  - c. Effectively managing the creation and assignment of services to caseworkers
  - d. Carrying out Conflict Checks where required
  - e. Running digital process reports and addressing issues in a timely manner
  - f. Ensuring data quality and compliance of all collection of data across program areas (checking that RAILS is gathering all compulsory data)
  - g. Preparation of reports for relevant funding groups, where required
  - h. Others as required by the Operations Manager and/or Executive Director from time to time.
2. **Data management support** including:
  - a. Regular review of the processes developed to support the Intake of Client information where applicable.
  - b. Working closely with Operations Manager to ensure that Admin team contribute to any digitalisation processes.
3. **Support the delivery of optimal volunteer management** including:
  - a. Where relevant, to provide training and induction to new volunteers

#### **4 SELECTION CRITERIA**

1. Demonstrated experience in the delivery of administrative support, including data entry, word processing and file maintenance, including an ability to provide professional administrative support to senior staff.
2. Proficiency in operating within a computer-based work environment and willingness to undertake training in relevant areas, particularly in becoming proficient at using RAILS database systems.
3. Understanding of and experience in CLASS operations and processes.
4. Excellent communication and interpersonal skills, including the ability to work as an effective team member and the provision of high-level customer service.